



State of Utah

Product Description

Product Number: 4901.03.15

UTAH CRIMINAL JUSTICE INFORMATION SYSTEM (UCJIS)

Effective Date: July 1, 2014
Revision Date: March 25, 2014
Version: 1.0
Product Owner: Alice Moffat, Bureau of Criminal Identification (BCI)
Product Manager: Mike Sadler, DTS/DPS
Phone: 801-673-5811
E-mail: msadler@utah.gov

The Utah Criminal Justice Information System (UCJIS) is an on-line application that provides real time access to criminal justice and public safety related information to Law Enforcement, Courts, Prosecutors, and other Public Safety related Agencies throughout Utah. In addition, it provides a gateway to federal information and services, i.e. NCIC and NLETS. UCJIS is Web-Based applications and Web- Services that interface with an Informix back-end. The applications, services, and database are hosted in the Salt Lake Data Center, with "HOT" redundant systems in the Richfield Data Center. This system is used 24x7 and supports 8,500 users that produce over 200,000 transactions daily.

The hours of support required for UCJIS are listed below.

Application	Support Hours	Days of Week
Administrative Applications	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Applicant Background Checks	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Concealed Firearms	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Criminal History	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Crystal Reporting	0700-1800 After Hours On-call	Monday – Friday Weekends/Holidays On-call
Data Extracts	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays

State of Utah

Product Description

DL Lookup	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Expungements	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Firearms Compliance Checks	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Interfaces with 3 rd Party Applications	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Liquor Enforcement	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Missing Person	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Motor Vehicle Lookup	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
NCIC	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
NIBRS	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
NLETS	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Persysent	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Protective Orders	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Redundant System	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays

State of Utah

Product Description

Reporting	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Security	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Sales/Licensing	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays
Statewide Warrants	0700-1800 On-call after hours	Monday – Friday On-call weekends and Holidays

Product Features and Descriptions

Feature	Description
Administrative Applications	Provide administrative capabilities for BCI systems.
Applicant Background Checks	Provides criminal background checks for authorized agencies and the associated billing.
Concealed Firearms	Issues and tracks all concealed weapons permits issued by the State of Utah. Also runs criminal activity checks on holders of CFP permits.
Criminal History	Stores and tracks Criminal History status for criminal offenses committed in the state. Interfaces with national databases to provide access to other states criminal history information.
Crystal Reporting	Reporting tool that provides reports on the various data sets collected by Public Safety.
Data Extracts	Data files are sent to various other agencies and 3 rd parties, including but not limited to: Office of Recovery Services, Motor Vehicle Enforcement Division, Finance, Human Services, and Workforce Services.
DL Lookup	Provides Utah driver's information to Law Enforcement.
Expungements	Provide tracking/reporting for the expungement process.
Firearms Compliance Checks	Provide the system to allow authorized background checks for the pre-sale of firearms.
Interfaces with 3 rd Party Applications	Allows data updates from various 3 rd party systems which perform justice related transactions via background or batch processes. These includes, but not limited to, GuardCard, AFIS, Content Manager, Jail Connect, OTRACK, Local Law Enforcement System.
Liquor Enforcement	Provides tracking/reporting for liquor enforcement.

State of Utah

Product Description

Missing Person	Provides system to track missing persons, including AMBER alerts
Motor Vehicle Lookup	Provides motor vehicle lookup to Law Enforcement.
NCIC	Allows on-line, real-time interaction with NCIC. Allows additions to wanted persons, stolen property, etc. Allows queries regarding wanted persons and stolen property.
NIBRS	Provides a system for statewide incident reporting.
NLETS	Allows on-line, real time interaction with NLETS allowing Utah to share and query other states Driver License and motor vehicle systems.
Persysent	Workstation tool that performs automated repairs ensuring maximum uptime for business critical workstations.
Protective Orders	Allows law Enforcement access to Protective Orders issued by the Courts.
Redundant System	In order to provide uninterrupted services, a real time "HOT" system is maintained in Richfield.
Reporting	Generates reports for counties, offices, accounting and administration to assist with the above features and the management of workflow and data integrity.
Security	Administered and Secured in accordance with current CJIS Policy.
Sales/Licensing	Tracks money collected via cash, checks or credit/debit cards for each transaction related to Bureau of Criminal Identification (BCI) sales. This includes tracking all licenses issued by BCI.
Statewide Warrants	Provides a common repository of all warrants statewide.
Up Time	UCJIS is required to provide access 24x7. Law Enforcement provides services round the clock services every day.

Features Not Included

Feature	Explanation
Application Help Desk	DTS support does not include a front-line application help desk. This is handled through TWX within DPS/BCI.
User Training	DTS support does not include the updating of user training manuals or user training. BCI has a training group that provides this service.

Rates and Billing

Feature	Description	Base Rate
---------	-------------	-----------

State of Utah

Product Description

Application Bug Fixes and Enhancements	Programming and unit testing of UCJIS and associated applications and interfaces to fix reported bugs implement legislative changes and implement enhancements that are approved and prioritized by DPS.	See DTS Approved Rate
Application DBA Support	Provide DBA support for UCJIS. This includes on-call support. Coordinate on-call schedule. Perform modifications to the database needed to accommodate the implementation of change requests. Maintain stored procedures, which create data files for many of the application interfaces with 3 rd party systems.	See DTS Approved Rate On-call time from 6:00 p.m. – 7:00 a.m. on scheduled workdays and 24 hours on weekends and Holidays
Database Support	Database alters, backups, restores, clones, monitoring and killing query processes that are adversely affecting production services.	See DTS Database Support product
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance.	See DTS Infrastructure Network Support product
Project Management		See DTS Approved Rate
Security	Provide and ensure firewall protection, encrypted access and necessary physical controls are in place.	See security rate
Hosting Support	Hosting Services	See DTS Enterprise Hosting Rate
Desktop Support	DTS provides desktop services for government-owned desktop devices that reside in the customer environment and access the State's business systems.	See DTS Desktop Support product
Testing	Perform regression test scripts and do first round of testing of bug fixes and enhancement requests assigned to each release.	See DTS Approved Rate

Ordering and Provisioning

DPS users and/or DTS support personnel report application bugs and desired features or enhancements. These are then discussed and prioritized in a formal DPS Priority process.

UCJIS Policy Compliance

State of Utah

Product Description

All DTS staff assigned to provide services to UCJIS will complete a background check. The results of the background check must meet or exceed the requirements of CJIS Policy.

The FBI considers DTS, as a provider of services to BCI, to be bound by the provisions of CJIS Policy, FBI Information Security Guidelines for Federal, State and Local Agencies and Entities. DTS will work cooperatively with the CSA to comply in order to protect all federal criminal justice information in their possession or control. This includes Management Control, which is defined as the authority of the CSA to establish security standards based on CJIS policy.

DTS Responsibilities

- Define technical requirements for enhancement requests and legislative changes.
- Performing back-end database updates to fix bad data causing problems in the application.
- Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
- Provide on-call application support for after hour coverage.
- Providing back-up support for BCI TWX.

Agency Responsibilities

- Defining business requirements for new systems and changes being requested.
- Evaluating quality of each migration to production and giving final approval to deploy the migration.
- Making required table changes to support new transactions or other approved changes for UCJIS releases.
- Reporting bugs discovered in the applications. Identifying what the user was doing, any error messages and steps to reproduce the problem if known.
- Setting priorities (new development, change requests, deadlines).
- Updating documentation to reflect changes being made to the applications.

DTS Service Levels and Metrics

State of Utah

Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
UCJIS	98%

Since UCJIS access is critical, the following metrics will be monitored:

- Minimum requirements are 98% uptime, with the goal of 99.999%. This will be measured by DET performance monitoring system.
- UCJIS Releases are deployed on time as agreed upon through the DTS Change Management Process.
- UCJIS builds that are released for acceptance test are complete. They include all bug fixes and change requests identified as business drivers for the release. These changes are tracked internally.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%

State of Utah

Product Description

Critical priority - 3 Clock hours	90%
-----------------------------------	-----

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

State of Utah

Product Description

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied